

West Virginia Intellectual and Developmental Disability (I/DDW) Quality Improvement Advisory (QIA) Council Meeting Minutes	DATE: April 9, 2025 TIME: 10:00am-1:11pm Hybrid Meeting
Members Present:	
Clyde Delmer Davis – Program Member/Family (term exp 9.30.2025) Jason Jones – Best Case Scenario Provider (term exp 9.30.2025) Christine Dickson – Global*Access, LLC Provider (term exp 6.30.2027) Gillian Burns – ABC Case Management Provider (term exp 12.31.2025)	
Members Not Present:	
Mike Pushkin (Chair); Judy Burgess (Stakeholder)	
Others Present:	
Stacy Broce – Bureau of Medical Services Ashley Quinn – Palco Christy Black – DD Council Marian Layne – LMAHM Tina Wiseman – DD Council Steve Brady – Bureau for Behavioral Health Carissa Davis – Olmstead Coordinator Mary Gibbs – WVU CED SFCP Program Ken Hudnall – Acentra Health Courtney Sites – Acentra Health Sissy Johnson – Acentra Health Josh Ruppert – Acentra Health Marilyn Nichols Wolfingburger – Public Mark Wilson – Family Member, Public	
MINUTES	
<u>Meeting called to order at 10:03AM by Jason Jones</u>	
<u>Welcome and Introduction</u>	
<ul style="list-style-type: none"> • January 8, 2025, Meeting Minutes were presented and approved. <ul style="list-style-type: none"> ○ Motion to approve: Jason Jones ○ Motion to Second: Marian Layne ○ Motion Carried 	
<u>Old Business:</u>	
There was no old business.	
<u>New Business:</u>	
<ul style="list-style-type: none"> • New I/DDW QIA Council Member applicant, Brett Ballengee (in attendance). Mr. Ballengee would be a program representative with Unlimited PossAbilities. <ul style="list-style-type: none"> ○ Motion to approve: Jason Jones ○ Motion to Second: Steve Brady ○ Motion Carried • New I/DDW QIA Council Member applicant, Stephanie White (in 	

attendance). Ms. White would be a program representative with SHCMHC.

- **Motion to approve: Jason Jones**
- **Motion to Second: Gillian Burns**
- **Motion Carried**

BMS Updates:

Stacy Broce presented the following BMS updates:

- Mortality Report – Vital statistics report progressively getting worse. Since the January 2025 meeting, the report listed 30 deaths. However, this is not correct as the report goes back to November 2024. Total number of deaths: Seven (7), actual death certificates present with cause of death listed. Six of the seven were natural deaths. One death was listed as homicide due to blunt force trauma. This could be in error. BMS is investigating to determine the true cause of death. This is not agency related. According to the family, the member passed due to pneumonia.
- Application to CMS has been submitted. BMS has been conducting calls with CMS concerning the application. BMS completed a rate amendment that was approved by CMS on April 8, 2025.
- The updated Policy Manual to go out to the public soon and will correspond with new application for public comment. The estimated timeline for the new manual is July 2025.
- Waiver funding has been restored in the legislative budget. The main issue is keeping agencies afloat and keeping residential agencies from closing. Stacy urged all to reach out to the legislators concerning this important matter.
- Jason Jones thanked Stacy for all her hard work with the I/DDW program and always being willing to go the extra mile.
- Stacy announced that she will be leaving BMS. She will still be working with I/DDW; however, it will be in a different compacity. The individual that was hired to April Gobel's vacant position will likely be asked to fill-in for Stacy after her departure. Also, Cynthia Parsons has been moved to Randy's previous position.
- Gillian Burns asked Stacy if there has been any discussion about rate increases to stem agency closures. According to Stacy, BMS is looking at an internal study that will begin in June. Stacy explained that the internal study was to be conducted every two (2) years; however, BMS finance would like to look at maybe completing the review annually.
- Gillan Burns asked Stacy if BMS was looking at the ResCare/REM merger. Steve Brady and Stacy Broce stated there have been meetings statewide concerning this matter.

Palco Update:

Ashley Quinn presented the following update:

- The main update presented was concerning budgets for members. At the beginning of the transition, members' budgets were calculated on an annual service year. However, Palco has been encountering issues with employers not following the outlined spending plans for authorized services. Palco RCs have been instructed to reach out to let members and their employees know how much

was remaining in their budgets. This should curb individuals grossly overusing their funds.

- Ashley and BMS have worked together to come to a solution concerning the situation. BMS requested a change in the budget to align with a monthly spending plan. This would allow the members/employees to review the Palco system to determine monies available and expenditures.
- Palco has started developing a series of training courses for external users (i.e., CMs, family members, employers, etc.) concerning the budget of members. Ashley does not know when the courses will be made available.
- Gillan Burns asked Ashley if anyone has gone grossly overbudget and the state has approved the over budget amount and why? Ashley explained that the state has approved some of the increases; however, she is not sure as to why the amounts were approved.
- Jason Jones asked Ashley concerning individuals moving from Trad/PO to Trad services especially in Kanawha County. Ashley stated that Kanawha County has had the biggest jump in individuals changing service plans, especially with two agencies in the Charleston area.

UMC/Acentra Health General Update:

Josh Ruppert (Courtney Sites was ill but in attendance) provided the following updates:

- Josh presented the WV I/DD Waiver Discovery & Remediation Report.
- The report will be disseminated to the QIA council in the follow-up email.
- Josh gave a background on the report and the updates that will be made shortly.
- Specific call outs from the report include: A-4 has been modified due to Covid and tracks the actual provider exit date; A-5 is stagnant at 7; A-6 is defined by OFLAC and as of February 2025, 8 agencies fell into this category; G-8 has been abandoned; G-9 scoring is always on the high end; and G-10, Column L is a 4% compliance rate based on the 5 providers reviewed (remediation must be provided when below 86%; however, new IPP should assist with this performance measure).
- Jason Jones had questions about the Morality Report (G6). Josh stated this would be changing due to the fact of new measures and I/DDW is not the same program as in 2015 when reporting began.
- Jason asked whether the new IPP has been helping with the portion of the report that is stagnant. Courtney Sites stated that reviews have improved marginally, but not as much as was anticipated. She stated that there were still issues with meeting minutes, tracking of meeting times, and crisis plans.
- Gillian Burns stated she believed what is working with the new IPP once CM agencies have their first full review as there is a different understanding among providers as what is required.
- Jason asked about the crisis plan and compliance. Courtney, Ken, and Josh stated there are random errors and other issues related to the crisis plans. Ken remarked this is because the plans are generic and not member specific.
- Jason asked about the transition to the new IMS system and has this produced any changes. Josh stated that G-5 number has continuously gone up with the new

system in terms of compliance rate.

UMC/Acentra Health General Update – ISS/GH:

Misha McShane was not in attendance. No update.

- Ken Hudnall will ask Misha for the update and send it to the council with the minutes.

Bureau for Behavioral Health Update:

Steve Brady presented the following update:

- **Unmet needs grant** – this provides services that Medicaid does not cover for individuals not living in non-family settings. Before the Covid pandemic, this grant was highly utilized; however, unmet needs have dramatically gone down (almost \$100,000) when spending approximately \$300,000. Stephen asked how the QIA Council could assist with bringing the numbers up. Jason Jones asked if Steve has been receiving complaints that it is difficult to get follow-up to the requests. Steve stated if there are issues to forward these directly to him as many times the issue is not having the information to complete the application. Gillian Burns remarked that agencies are not receiving approval emails related to the unmet needs grant until a check is received.
- **Waitlist Support grant** – before the Covid pandemic, many on the I/DDW waitlist received services from this grant. When the governor released the waitlist in 2020, those receiving services went down; however, spending has been rising since 2023. Respite is a big part of this grant's funds followed by FBDH services. Steve was asked about individuals not being able to use 1:1-2 FBDH. Steve stated that based on funding, if an individual wanted 1:1 service, then the individual should go the route of supportive employment services.
- **Employment First** – a task force was established to bring this matter forth. Disability Rights have gone with the BBH recommendations, through the task force, and there is now a tier program in place. Tier I – Basic; Tier II – certified through AKERS class; and Tier III – certified supportive employment training. Disability Rights have seen an increase within the last year regarding supportive employment. There are now 23 certified as a employment support professionals in WV. As of three years ago, this number was 5 and the AKERS number is double this amount. There is also now a WV ASPAP chapter, with 20-24 members, that are actively trying to push employment first. The new Tier program has been recognized nationally.
- **Appalachian Service Project (non-profit project)** – individuals with the project comes in and assists families with home repairs. These individuals come out of Tennessee and serve individuals in the eastern portion of WV (Boone, Logan, Cabell, Wayne, etc.). Steve mentioned that Charleston Catholic provides these types of services in Clay County. Also, the Fairmont Southridge Church provides these types of services in Northern WV (not specific to just Marion County). Olmstead has information concerning support for natural families.
- **Centered Support Application** – individuals mentioned that the point of contact was difficult to find on the application. Others stated that an updated list would be beneficial. Steve stated he could provide a list as BBH handles this application.
- **Fishing License** – Any individual on the I/DDW program can get a free fishing

license for life through the DNR. There have been 27 approvals thus far in 2025. Jason Jones asked if the information could be disseminated and discussed on the next policy clarification call. Steve stated he would have Pamela Ingram forward the application to Josh Ruppert.

OHFLAC Update:

Jim Patterson was not in attendance. No update.

Requested Council Discussion Topics:

- **Crisis Planning/Future Planning Issues Discussion:**

Stacy Broce stated that crisis planning is an item that BMS reports to CMS yearly. She also mentioned that crisis planning, and incident management is always below threshold. Stacy also mentioned that new additions to IPPs are forthcoming including end-of-life planning, smoking, drug use, if the guardian passes away, etc. She mentioned the crisis plans will need to be more specific once the changes are in place. Stacy also added that abuse/neglect and missed medical appointments are to be entered into the IMS system.

- **Audit Information/Recommendations Discussion**

Stacy Broce stated there are many unqualified providers that are being found (i.e., CPR/FA not up to date). Ken Hudnall stated some of the common mistakes are in relation to training, crisis plans, IMS reporting, and delay in IMS reporting. Jason Jones stated that some agencies are receiving citations and other agencies are not for the same issue. Stacy stated that when BMS reviews citations, there are discussions to determine what should be disallowed, if this is a systemic issue, or a one-time issue. Jason stated he would like to see the provider policy manual outline an annual training day.

Newly Requested Council Discussion Topics for Next Meeting:

- **Legislature Update** – possible speakers could be Tina Wiseman and/or Mike Pushkin.
- **Address need for BSP classes** – Concord has suspended their program. Brett mentioned that ASC has a BSP course. WV CEPD use to offer courses; however, they lost their funding.
- **Changes in Waiver Program in relation to state policies** – Mark Wilson mentioned that it would be beneficial for CMs to learn about IEP meetings for members. Disability Rights has a manual concerning IEPs that can be requested. However, it is not common for CMs to attend IEP meetings.
- **Disability Rights presentation on services offered for Waiver families.**
- **Common mistakes found during audits.**

Public Comment:

- Marilyn Wolfingburger asked if the Rights Restriction training was completed at the last Quarterly Provider Meeting. Josh and Courtney stated a PowerPoint presentation was presented by Josh and Disability Rights. Marilyn requested a copy of the presentation. Stacy stated she would have the information sent to the QIA Council.

- Marilyn asked for clarification on the new ISS/GH form. Stacy clarified that the form is to be utilized when a member moves to a new site (i.e., new to the member).
- Marilyn asked if there were new agencies seeking approval for residential services. Stacy stated there is one (1) new residential provider (ADCA). There have been several requests reviewed for CM only agencies but not residential.
- Marilyn asked does the legislature understand this is an issue. Stacy stated that yes, the legislature is informed of the issues.

Action Items	Person Responsible	Deadline
Membership Committee review	Mike Puskin/Jason Jones	Ongoing
Send applications for review to QIA members	Ken Hudnall	Ongoing – sent with council minutes
Distribute current D&R report to QIA members	Ken Hudnall	With council minutes
Distribute current ISS/GH update to QIA members	Ken Hudnall	With council minutes
Send detailed mortality report	Stacy Broce	With council minutes
Send fishing license application for inclusion in PC call and dissemination to QIA members	Steve Brady	July 2025
Send PowerPoint presentation concerning Rights Restrictions	Ken Hudnall	With council minutes
Coordinating presenters outlined for next QIA council topics	Ken Hudnall/Courtney Sites	Before the next meeting in July 2025
<p><u>Council Meeting Dates and Time:</u> July 9, 2025 (Virtual Only) October 8, 2025 (Hybrid – In Person/Virtual) Meeting Time: 10:00AM – 2:00PM</p> <p>Motion to Adjourn: Jason Jones Second: Marc Wilson Meeting adjourned at 1:11pm</p> <p>Minutes taken by Sissy Johnson, Acentra Health</p>		